



Housing Transitions

QUERI

Implementing and sustaining Critical Time Intervention (CTI) to support housing transitions for homeless-experienced Veterans

Community of Practice

QUERI-VISN Partnered Implementation Initiative (PII) 21-185

June 14, 2022

Community of Practice

Session 8: Graduating Veterans From CTI

Sona Hovsepian, LCSW and Stephanie Chassman, PhD, LCSW

June 14, 2022

<https://www.vactitoolkit.com>

CTI Objective

To **facilitate** community **integration** and continuity of care by **ensuring** that a person has **enduring ties** to their community and support systems during transitions.

- Housing Services
- Mental Health Care
- Medical Care
- Other support services, including case management

CTI Linking Processes

Why is it done?

- To ensure that a network will provide support around Veteran's own recovery goals
- To continue to provide supports long after CTI is completed

Where does it take place?

- In the field, where the Veteran lives, works, or has activities.

CTI Linking Processes

How is it done?

- Identifying a variety of supports (both VA and non-VA)
- Making home visits, accompanying to appointments within and outside the VA, and other services in the community
- Monitoring and improving connections and communications
- Confirming that Veteran and support person agree on type of long-term support

When is it done?

- Linking to resources begins on day 1

Graduation from Services

When does graduation from services begin?

- Graduation does not begin in Phase 3
- Graduation planning begins on the first day of Phase 1.

Who do I transition case management services to?

- Identify key points of contact at the VA (and community)
 - PACT/HPACT nurse care manager or social worker
 - HUD-VASH/MHICM case manager
 - Mental health social worker

What Happens in Phase 3


- **Objective:** Complete graduation of services from CTI, transitioning care to the VA and community
- **Action Steps:** Meet with new service providers or others in the support system as needed (key connections formed in Phases 1 and 2), reflect with the Veteran on their progress and connections
- **Intensity:** Low with monthly contacts
- **Paperwork:** Phase Three Plan, Progress Notes, Closing Note

Questions for Veterans on their Progress and Linkages

- How do you feel about the progress you've made during these past 6 months?
- What are you most pleased about?
- What are some concerns you have about the future?
- Review existing VA and community linkages?
- Are there additional resources you would like us to connect you to prior to graduation?

CTI Closing Note

CTI Closing Note

 Housing Transitions
QUERI

Veteran's Name:
Last Name First Name

CTI Worker Initials:
Initials

Today's Date:
Month Day Year

Date Closed:
Month Day Year

Final Meeting with Veteran

Final Meeting Date:
Month Day Year

What was discussed at this meeting? Check all items that apply.

Ongoing challenges to housing stability

Review of linkages to resources

Review of Veteran's progress since beginning of CTI intervention

Other, please specify:

Veteran feedback about CTI intervention

Notes:

[CTI Closing Form](#)

Transitioning Supports and Graduating Veterans

- By beginning of Phase 3, Veterans & community resources should be able to work together without help from the CTI worker
- As shown in diagram, the CTI case managers withdraw throughout the intervention, as Veterans receive needed support from community resources and/or the VA



Potential Barriers to Graduation/Transition from CTI

- Anxiety about termination
- Resistance to terminate with CTI case manager
- Crisis happens during Phase 3
- Identifying new needs as you are about to complete Phase 3



Best Practices for Graduation

- CTI case manager and Veteran should review the work they have done together using strengths-based conversations
- Identify what has worked in the past
- Review Veteran's strengths and skills learned in phase 1 and 2
- Review resources the Veteran can utilize during specific situations
- Continuous communication throughout each phase of CTI

Best Practices for Graduation

- Transparency about transitioning from one phase to the other
- Ensuring clear documentation of linkages and resources with the community and the VA
 - Landlord's information
 - Community contacts
 - VA contacts (i.e., nurse care manager, social worker, PCP, mental health provider, vocational rehabilitation specialist)

Break Out Session



- Identify a case where you experienced challenges with graduation/transfer of services
 - What were the challenges?
 - What worked? Did you use the closing note?
 - What didn't work?
 - What can you do differently?
- You have 12 minutes for discussion
- Identify a person in your group to share your responses to the questions



Program Information and Announcements

CTI Global Network

- Webinars
- Podcasts
- Resources
- News Briefs
- Publications
- www.criticaltime.org

The screenshot shows the homepage of the Critical Time Intervention (CTI) Global Network website. The header includes the logo for the Center for the Advancement of Critical Time Intervention and the SILBERMAN SCHOOL of SOCIAL WORK at the University of Houston. A navigation menu lists: HOME, GLOBAL NETWORK, CTI MODEL, TRAINING & CONSULTATION, NEWS, PUBLICATIONS, and ABOUT US. A main banner features the text: "Critical Time Intervention helps vulnerable people during times of transition in their lives by strengthening their network of support in the community." Below this is a link: "Learn more about CTI".

The "Latest Network News" section features a headline: "CTI Spotlight: Rhonda Herndon and Sonja Haughton". The text below reads: "In this installment of our podcast series, CTI Spotlights, we interview Rhonda Herndon (Practice Manager) and Sonja Haughton (Clinical Team Leader) of the CTI program at The Harris Center for Mental Health and IDD in Houston, Texas. The Harris Center is a collaborator in a county-wide Mental Health Jail Diversion Program that is the result."

Below the news section is a link: "CTI Featured at Conference in Lima, Peru". The text below reads: "The RedeAmericas Conference was held on July 12-13, 2017 to launch the second phase of a regional mental health research hub under the leadership of Rubén Alvarado (O'Higgins University, Chile). At the conference, membership expanded from the original five countries to include four new ones. Sarah Conover (Director, CTI Global Network) led discussions about helpful online tools."

On the right side, there is a "Join the Global Network" button with a red arrow pointing to it. Below this are three buttons: "Request Training & Consultation", "Spotlight", and "Contact Us".

At the bottom right, there are logos for "Recognized by NREPP" (National Registry of Evidence-based Programs and Practices) and the "Coalition for Evidence-Based Policy".

Frequently Asked Questions

- [Frequently asked questions \(vactitoolkit.com\)](https://vactitoolkit.com)
- **Sample question:**
 - If a Veteran has completely disengaged from CTI of their own free will (e.g., after multiple attempted visits to their home, phone calls, texts, emails, letters, collateral contacts, etc.), at what point can we discharge them early from the program and still maintain CTI fidelity? These disengaged Veterans hold valuable spots in a CTI caseload when other Veterans could be served.
 - If Veterans make clear after multiple attempts at engagement that they are not interested in receiving GPD-CM services (with adequate documentation), discharge may be appropriate if this plan is approved by your supervisor and/or GPD-CM liaison.

How to Notify Us of Staff Changes

- If your GPD case management aftercare program has a **change in staff** (Supervisor or Case Manager) please let us know.
- Please email Gracielle.Tan@va.gov with the following information:
 - Name and email of new staff
 - Name of departing staff
 - Date of change

New Staff Orientation

- An orientation meeting will be held **monthly** for new case managers and supervisors outlining the CTI training and resources available
- We will send new staff a welcome email and Outlook invites for the Community of Practice calls and the Orientation call
- Critical Time Intervention (CTI) Toolkit
 - www.VACTItoolkit.com

Thank You!



Sona.hovsepian@va.gov

Stephanie.chassman@va.gov

<https://www.vactitoolkit.com>